

Debt Waiver Support Fact Sheet

The Department recognizes the significant impact to employees who were recently informed that they have been receiving erroneous LQA payments, and is streamlining the process to help employees address this issue.

As a part of this effort, DFAS established a debt waiver support team to provide individual, one-on-one support to employees indebted for the erroneous payment of LQA. Members from the support team will be available to meet with impacted employees to help them prepare and submit their LQA debt waiver request.

The first support team was deployed to Europe in July and met with more than 300 employees, many of whom have already submitted a signed waiver application. A second support team will visit Korea and Japan September 8-18, 2013.

Employees in the Pacific Rim who wish to attend a one-on-one session will need to contact his/her servicing HR Office to schedule an appointment; additional details regarding the exact meeting locations and dates can be found at www.dfas.mil/lqaisssue.

Reminder: The purpose of the one-on-one session is to help the employee prepare and submit a debt waiver package. To dispute the amount or validity of the debt, an employee should file a request for a hearing; additional information will be provided in his/her debt letter.

Employees seeking individual support who did not or cannot attend a live session can contact his/her servicing HR Office to set up an appointment for assistance by telephone.

By scheduling an appointment, employees will receive the benefit of DFAS coordinating with HR to compile most of the documentation needed for the waiver package (see next page for additional details). Employees who choose not to reach out for support can work individually with DFAS and their servicing HR Office to prepare a debt waiver, as detailed in his/her debt letter and the debt waiver guide available online at: <http://www.dfas.mil/lqaisssue/lqadebtoptions/waivers.html>.

The Department, commanding generals and flag officers, and other agency leadership have expressed their support for favorable waiver consideration of the LQA debts. DFAS is making strong recommendations that the waiver be approved and the debt eliminated for the employee, as long as fraudulence is not suspected. Based upon prior waiver decisions, erroneous payments of pay or allowances that are received in good faith are likely to be waived.

Onsite Support Details:

- Onsite appointments will take approximately 1 hour
- The matrix on the next page will prepare employees for onsite sessions.
- Completed waiver packages will be processed at the end of each week and electronically sent to DFAS Indianapolis for a final review. Following this, DFAS will group and hand deliver or express mail waiver packages to the Defense Office of Hearings and Appeals [DOHA].
 - DOHA is a part of the Defense Legal Services Agency and has responsibility for making decisions on waivers of debts over \$1500 resulting from erroneous payments of pay and allowances for civilian Department of Defense employees.
 - Remember: A decision from DOHA could take up to five months. (DOHA is optimistic that its processing time could be significantly shorter.)
 - Depending on specific, individual circumstances, some small portions of the debt may not be approved for waiver.



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Preparing for Onsite Sessions

The matrix below outlines the items that are needed to complete a debt waiver package, and who is responsible for what prior to and during the onsite sessions.

Employees are encouraged to bring any supporting documentation they have to their session [including SF-50s, SF-1190s, Notification Letter, etc.] to expedite onsite processing.

| Debt Waiver Item | Roles/Responsibilities | | |
|---|---|-------------------------------|--|
| | DFAS | Servicing HR | Employee |
| DD Form 2789 | <ul style="list-style-type: none"> Prepare form prior to session Finalize form during session | | <ul style="list-style-type: none"> Finalize form during session Sign form during session |
| LESs [pay histories] | Gather prior to session | | |
| LES request memo | Prepare prior to session | | Sign memo during session |
| SF-50s | | Send to DFAS prior to session | |
| Job offer letter/ LQA eligibility notification | | Send to DFAS prior to session | |
| SF-1190s | | Send to DFAS prior to session | |
| Notification letter | | Send to DFAS prior to session | |
| Command/agency memo in support of favorable waiver requests [as applicable] | | Send to DFAS prior to session | |
| Supporting documentation: emails, letters, written correspondence, etc. discussing LQA entitlements | | | Bring to session |

Did You Know?

Facts about the DD 2789 (Waiver Application)

By signing the DD 2789 the employee **IS**...

- generally stating that he/she was unaware of the erroneous payments until he/she was notified by HR.
- certifying that the statements on the form are “true and correct” to the best of his/her knowledge.
- stating that he/she does not intend to request a debt hearing to dispute the validity or amount of the debt.

By signing the DD 2789 the employee **IS NOT**...

- accepting fault for the debt.
- admitting or agreeing that he/she should be responsible for repaying the debt.
- giving up his/her right to file a claim with the Office of Personnel Management (OPM).

DD 2789 vs. Voluntary Repayment Agreement (VRA)

- The DD 2789 and VRA **ARE NOT** the same form.
- If you intend to request a waiver, it is not necessary to sign and submit a repayment agreement. Debt collection will be delayed until you receive a decision on your debt waiver.

